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Contract

Languages

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2021/S 000-009052

Procurement identifier (OCID): ocds-h6vhtk-02aacd

Published 27 April 2021, 10:55pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Languages

Reference number

RM6141

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of a Quality Assurance Service for Buyers of the Framework.

This includes the provision of quality checks on the services provided by Suppliers on the Framework and any Interpreters/Translators used to deliver a Call Off Contract via the Framework.

The Services delivered under this Lot include:

- Assessment of a recorded face to face booking (audio or video)
- Assessment of a live booking in person (Spoken & Non-Spoken)
- Assessment of a telephone interpretation
- Assessment of a video interpretation (Spoken & Non-Spoken)
- Assessment of Spoken/Non Spoken language Interpreter via Video Role Play
- Assessment of translated documents
- Assessment of transcriptions

- Checking that the requirements in the booking have been met by the Supplier

The Supplier awarded to the Quality Assurance Lot cannot be part of any of the other Lot to prevent conflict of interests arising.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

II.2) Description

II.2.1) Title

Quality Assurance Services

Lot No

6

II.2.2) Additional CPV code(s)

- 72224200 - System quality assurance planning services
- 72225000 - System quality assurance assessment and review services
- 79510000 - Telephone-answering services
- 79530000 - Translation services
- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Services delivered under this Lot include:

- Assessment of a recorded face to face booking (audio or video)
- Assessment of a live booking in person (Spoken & Non-Spoken)
- Assessment of a telephone interpretation
- Assessment of a video interpretation (Spoken & Non-Spoken)
- Assessment of Spoken/Non Spoken language Interpreter via Video Role

Play

- Assessment of translated documents
- Assessment of transcriptions
- Checking that the requirements in the booking have been met by the

Supplier

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 188-455090](#)

Section V. Award of contract

Contract No

RM6141

Lot No

6

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 March 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Language Shop Limited

1000 Dockside Road

London

E16 2QU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

8882661

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000

Section VI. Complementary information

VI.3) Additional information

As part of this contract award notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/1ee8fa0f-dfa4-4f53-a54d-b2c73c53ed61#>

1) Contract notice authorised customer list;

2) Redacted Framework Contract

The start date of this Framework Agreement is 30/03/2021. The expiry date of the Framework Agreement is 29/03/2024. The framework will be established for 36 months, with the option to extend for 1 further period of 12 consecutive months, executed at the discretion of CCS.

VI.4) Procedures for review

VI.4.1) Review body

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